

#### Do Know Your Dates



Thursday, October 1, 2020 – Friday, October 30, 2020 (four business weeks)

All enrollments must be submitted through Employee Self Service (ESS) prior to  $\underline{4:30pm\ CST}$  on October 30, 2020.

PARTNERS FOR HEALTH

#### Do Know Your Dates

- □ Dependent Verification for any new dependents must be received (via ESS upload, Zendesk, or Fax) by BA <u>prior to 4:30pm CST on October 30, 2020.</u>
- ☐ If dependent verification for new dependents is not received by the deadline, the BA Service Center will remove those dependents and notify the ABC via Zendesk email.

We will allow 10 additional days after Annual Enrollment if we receive part of the dependent verification before the deadline.



PARTNERS
FOR HEALTH

3

#### Don't Wait Until the Last Minute!

- ☐ Communicate login information and dates to employees as soon as possible and encourage them not to wait until the last minute to elect their benefits.
- ☐ Information can be found in the newsletter and on our website at <a href="https://www.tn.gov/partnersforhealth">https://www.tn.gov/partnersforhealth</a>
- $\Box$  Benefits of early communication:
  - $\Box$  Less hold times at BASC, and
  - Ensures employees have adequate time to elect benefits in case they experience computer issues or missing documentation.

PARTNERS FOR HEALTH

## Do Know Where to Call for Password Reset and Locked Account

- □ Employees can utilize the "forgot password" link in Edison to reset their password. If they experience issues, they can contact the Edison Help Desk.
- If an employee has attempted to log into Edison more than 5 times, their account will lock. In this situation, the employee would need to call the number below to have their account unlocked and password reset.
- ☐ Edison Help Desk 615-741-4357

Please note that last year, for Account Lockouts, you were directed to BA. This year, you will call Edison for account lockouts. We are confident this change will greatly reduce wait times for you and your employees.



PARTNERS
FOR HEALT

5

## Do Know the Acceptable Dependent Verification

- Proof of Marital Relationship
  - ☐ Government Issued Marriage Certificate or License
  - □ Naturalization papers indicating marital status



If the employee has been married for less than 12 months, a marriage certificate is the only required document.

One document (from the following list) is also required if married longer than 12 months.

PARTNERS FOR HEALTH

## Do Know the Acceptable Dependent Verification

DO KNOW THE TREEF TOBLE DEPONDENT VEHICUITIEN
☐ Additional Documents ☐ Bank Statement issued within the last six months with both names; or
lacktriangle Mortgage Statement issued within the last six months with both names; <b>or</b>
lacktriangle Residential Lease Agreement within current terms with both names; or
lacktriangle Credit Card Statement issued within the last six months with both names; <b>or</b>
lacktriangle Property Tax Statement issued within the last 12 months with both names; or
☐ The first page of the most recent Federal Tax Return showing "married filing

jointly" or "married filing separately" with the name of the spouse provided

thereon, submit page 1 of the return with the income figures blacked out. PARTNERS
FOR HEALTH

7

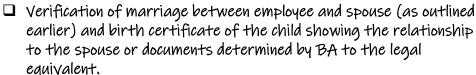
## Do Know the Acceptable Dependent Verification

- ☐ Natural Child (Under 26)
  - $\Box$  The child's birth certificate; or
  - ☐ Certificate of Report of Birth (DS-1350); or
  - ☐ Consular Report of Birth Abroad of a Citizen of the USA (FS-240); or
  - ☐ Certification of Birth Abroad (FS-545)
- ☐ Adopted Child (under age 26)
  - ☐ Final court order granting adoption; or
  - $\Box$  International adoption papers from country of adoption; or
  - □ Court order placing child in custody of member of purpose of adoption



### Do Know the Acceptable Dependent Verification

- Child for Whom the Participant is the Legal Guardian
  - ☐ Court order making the member a guardian of another and stating the length of the guardianship
- ☐ Step Child (Under 26)



PARTINERS FOR HEALTH

q

## Don't Provide These Forms of Verification

- lacktriangled BA doesn't accept the following items for Dependent Verification.
  - ☐ Car Loans

- ☐ Store Credit Card Bill
- ☐ Utility Bill (electric, water, gas, etc.)
- ☐ Envelopes Addressed to Both Names, regardless of sender

☐ Cell Phone Bill

U Voided Checks

☐ Cable Bill



PARTNERS FOR HEALTH

## Do Put an Edison ID & SSN on All Documents Submitted

☐ Dependent verification documents will be processed significantly faster if the employee's Edison ID and Social Security Number are written on all documents submitted.



11

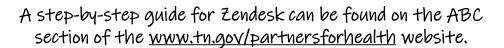
## Do Make Sure Employees Have the Correct Address in Edison

- ☐ Insurance Cards will be issued in late December.
- ☐ Make sure employees have their correct address in Edison to ensure they receive their cards.



## Do Upload Documents in Zendesk

- ☐ If you receive emails from <u>benefits.administration</u> <u>additional</u> documentation, you can submit them via Zendesk.
  - ☐ Please use the <u>document upload</u> functionality on Zendesk.
- lue You can respond to the email if you have additional questions.





13

# Don't Assume the Employee is Going to Waive Coverage

- ☐ All eligible employees have to be entered into Edison in order for employees to utilize ESS.
- ☐ It's necessary to have all insurance-eligible employees for OPEB liability purposes and PPACA reporting
  - ☐ This is even if the person is on their spouse's coverage.



PARTNERS FOR HEALTH

#### Do Remember New Hires After 9/1/2020

□ New Hires entered into Edison AFTER 9/1/2020 will need to elect benefits as soon as possible via ESS or the ABC can enter benefits via eForms, on their behalf.

All agencies should be enrolling new employees via eforms or the employees should be enrolling themselves via ESS.

A step-by-step guide for eForms can be found on the ABC section of the www.tn.gov/partnersforhealth website.

Once the New Hire event has been processed, it will close and that will trigger the AE event to open.

The employee will then be able to elect Annual Enrollment Benefits through ESS.



15

### Do Use eform for Enrollment

☐ All Agencies can utilize Benefit eForms during Annual Enrollment.

Steps to Enrolling via Benefits eForm:

- 1. Create Benefit eForm (you will need the EMPL ID or SSN)
- 2. Add Dependents
- 3. Select Coverage
- 4. Upload Documents (a separate attachment is required for each document)
- 5. Submit Benefit eForm

Please do not create multiple forms for the same employee. If you notice that you have made an error on a form, you have two options to correct it:

- 1. Update the form; OR
- 2. Submit a Zendesk ticket for BA assistance.

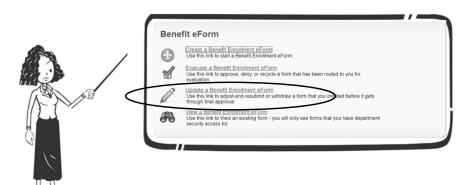


FOR HEALTH

#### Do Use eform for Enrollment

- ☐ To update the form, follow this navigation in Edison:

  Nav Bar > Navigator > HCM > Benefits > Select Benefit eForm
- ☐ Click the update option to make changes.



PARTNERS For Health

17

## Do Encourage Employees to Watch the Annual Enrollment Video

- ☐ The enrollment videos provide information regarding the plans offered by the State of Tennessee.
  - ☐ https://www.youtube.com/watch?v=aDeY7rYZGOw
  - □ https://www.youtube.com/user/partnersforhealthtn/videoswww .youtube.com/watch?v=8RmLhaOMPHY

PARTNERS FOR HEALTH

## Do Run Queries During Annual Enrollment

- ☐ Here's a list of queries you should be viewing during AE.
  - ☐ TN BA302 PERSON AND JOB
  - ☐ TN BA133 AUDIT OPEN ENRL ESS
  - ☐ TN BA219 AETP INS ELECTIONS
  - ☐ TN\_BA219\_OE\_NOT SUBMITTED
  - ☐ TN BA265 OE ELECTIONS IN ESS
  - ☐ TN BA311 ESS NEW DEPENDENTS
- ☐ Let's take a closer look at each of these queries...



19

## Do Run Queries During Annual Enrollment

TN\_BA302\_PERSON\_AND\_JOB

Prompts: None

When To Run: As Needed

Intended Results: This query shows all personal and job information for all active

employees in your agency.

This information will be returned with the Header Title at the top of the query:

- Employee ID
- Birthdate
- Marital Status
- Address of Employee
- Phone Number Email Address
- Department ID
- Position Number
- Compensation Frequency
- ☐ Compensation Rate

TN\_BA133\_AUDIT\_OPEN\_ENRL\_ESS

Prompts: Edison Employee ID (00######)

When To Run: During & After AE

Intended Results: This query shows all of an employee's elections made through ESS with a date/time stamp. If the employee submits the enrollment multiple times, all of the activity will show

on this report.

This information will be returned with the Header Title at the top of the query:

- Employee ID
- Employee Record
- Dependent Number
- Employee or Dependent Name Plan Type (Medical, Dental,
- Vision, etc.) Election (Elect or Waive) Plan (BCBS, Cigna, etc.)
- Description of Plan
- Schedule ID (Open
- Enrollment or New Hire)
  Date and Time of Election
- Election after Submit

Par**tin**ers FOR HEALTH

## Do Run Queries During Annual Enrollment

TN\_BA219\_AETP\_INS\_ELECTIONS

Prompts: Use 01/01/2021 as the event date. When To Run: During AE

Intended Results: This query shows who has made changes to their health insurance during AE. It will show the old coverage and new

This information will be returned with the Header Title at the top of the query:

- Business Unit Employee ID Benefit Record
- Benefit Program Plan Type (Medical,

Dental, Vision, etc.)

- Coverage Begin Date New Benefit Plan (BCBS, MetLife, etc.)
- New Coverage Code (Sinale, etc.) Old Benefit Plan
- Old Coverage Code Election Source

TN\_BA219\_OE\_NOT\_SUBMITTED

Prompts: You will use 01/01/2021 as the event date. When To Run: Weekly During AE

Intended Results: This query will show everyone who has not submitted an enrollment, including those who have made changes in ESS, but have not submitted their enrollment. They will need to go back and submit for the changes to take effect. Look for the employees with "SAVED" in the "Saved but not Submitted" column in the query.

This information will be returned with the Header Title at the top of the query:

Employee ID Last and First Name

Email

Department ID

- Reason Not Submitted
- County

PARTNERS FOR HEALTH

21

## Do Run Queries During Annual Enrollment

TN\_BA265\_OE\_ELECTIONS\_IN\_ESS

Prompts: Use the following Schedule ID: OEG20 - Local Government

OET20 - Local Education

When To Run: During/After AE

Intended Results: This query is an audit of all elections made by your employees during AE. If they submit an enrollment multiple times, each enrollment will show with a date and time stamp.

This information will be returned with the Header Title at the top of the query:

- Department ID □ Election
  □ Plan (BC Plan (BCBS, Dental, Employee TD
- Employee Record Plan Description Name
  - Plan Type (Medical, 🗖 Coverage Code (Single, Dental, Vision, etc.) etc.)
- Schedule ID Date and Time of ☐ Elect After

TN\_BA311\_ESS\_NEW\_DEPENDENTS

Prompts: Class: NHR for LE/LG New Employees Beginning Event Date: MM/DD/YYYY Ending Event Date: MM/DD/YYYY

When To Run: Monthly

Intended Results: This query shows all new dependents that were added by the employee through ESS. This can be used for new hires or during AE.

This information will be returned with the Header Title at the top of the query:

- Department ID
- Class (You selected this) Schedule ID
- Event Date Employee ID Employee Record
- Employee Name Benefit Program (GA1, GA2, TEA, etc.) Plan Type (Medical, Dental, Vision, etc.)
  - Dependent Number Dependent Name

Proof Received (Dependent Verification)

PAR**TN**ERS FOR HEALTH

## Do Run Queries During Annual Enrollment

☐ All of the queries we just reviewed (and more) can be found in the Query Manual on the ABC section of the Partners for Health website by clicking "Training" and selecting "Edison Query Manual."



PARTNERS FOR HEALTH

23

#### Don't Wait Until the Last Minute!

☐ Running the queries throughout Annual Enrollment will drastically reduce the need for appeals.



PARTNERS FOR HEALTH

## Do Know When to Submit an Appeal

- Employees who miss the enrollment deadlines mentioned have the right to request an exception <u>via written appeal to Benefits</u>

  <u>Administration by utilizing Zendesk.</u>
- The appeal may be written by the employee or the ABC on behalf of the employee. The appeal <u>must include the reason for missing</u> the deadline, any supporting statements or documents to verify the circumstance, and the Enrollment Change Application.



25

#### Do Know the Deadline for Appeals

- □ LE/LG
  - ☐ Thursday, December 31, 2020 at 4:30 PM CST



### Do Know the Service Center Hours

- ☐ Benefits Administration Service Center Hours of Operation During Annual Enrollment
  - □ October 1, 2020 to October 30, 2020
    - □ Monday-Friday 8:00am 4:30pm CST.



PARTNERS
FOR HEALTH

27

#### Do Remember the Website

- $lue{}$  You can find important AE information on the website.
  - □ Vendor Information
  - ☐ Conference Call Notes
  - Premiums
  - ☐ Instructions for How to Upload Documents in Edison
  - Zendesk Guide
  - ☐ eForm Guide



PARTNERS FOR HEALTH

# Any Questions?



PARTNERS For Health